Please use these instructions if you are resetting your password for Portal or logging in for the first time without the welcome email.

If you run into any issues, please note at which point in the below process you are having trouble and take note of any errors or messages that come up at that point. This will greatly help in resolving the problem.

Please review the User Guide for further instructions and tips on using the Portal. **Including how to set up new accounts to access your Portals.**

1. Navigate to the Portal login page (https://www.clientaxcess.com/#/login)
   a. Click "**Forgot Password**?"
   b. Type in your email address associated with your Portal account in the "Email address" field.
   c. Type the fuzzy characters from the CAPTCHA image into the "Secure code" field.
      i. *NOTE: The Secure code is case sensitive, be sure to type it exactly as you see it including capitalization*
   d. Press **Next**

2. Select how you would like to **verify your identity**
   a. Email: Will email you a short code that you must input on the next step.
   b. Text Message: Will text you a short code that you must input on the next step. (Suggested)
   c. Voice Message: Will call you and give you a short code. (Suggested)
      NOTE: The short code is only valid for 5 minutes. Because of this we recommend using the Text or Call method as they are quicker than email.
   d. Press "**Send the Code**"

3. **Type in the code** from the previous step, on the next screen
   a. Click **Submit**

4. Create a **new password**
   a. Click **Save**

5. Now **login using your new password** you just created.
   a. You may need to **reverify your identity** upon login, using the same method previously mentioned.